

# **REBEL ASSAULT II TROUBLESHOOTING GUIDE**

**T**he majority of problems experienced with Rebel Assault II are the result of hardware conflicts or improper system configurations. Rebel Assault II uses a computer to its fullest potential. Thus, minor conflicts may occur while playing the game, even if the computer seems to function properly with other software.

## **MINIMUM REQUIREMENTS**

- ✓ 50 MHz 486 or higher personal computer.
- ✓ Double-speed, MPC Level 2 CD-ROM drive.
- ✓ 8 megabytes of RAM.
- ✓ VGA display. (SuperVGA with VESA support for optional high-resolution mode)
- ✓ Sound Blaster, Sound Blaster Pro, Sound Blaster 16, Sound Blaster AWE 32, Pro AudioSpectrum 16, Gravis Ultrasound, Aria, or compatible sound card.

**Rebel Assault II should be run with your system's memory manager disabled.** The easiest way to do this is to create a boot disk using the "Make Boot Disk" option from the game's Launcher Main Menu. (See this guide's instructions for further details on how to create and use a boot disk with Rebel Assault II.)

For the latest game and technical information, please consult the Rebel Assault II online Troubleshooting Guide. This file can be accessed from the game's Launcher Main Menu.

## **HAVE YOU MADE A BOOT DISK?**

### **THE FIRST STEP IN TROUBLESHOOTING**

The majority of problems with Rebel Assault II can be solved by the use of a boot disk. The easiest way to do this is to use the game's automated **Boot Disk Maker Utility**. This utility will create a customized configuration for your system that is ideal for running the game. By starting your system with a boot disk made from this utility, potential technical problems can be avoided and game play will be optimized. To use the **Boot Disk Maker Utility**, follow these instructions:

### **DOS USERS**

- 1) Make sure your Rebel Assault II CD is in your system's CD-ROM drive.
- 2) Change to the prompt designated to your CD-ROM drive (usually D:). Next type **REBEL2** and press the Enter key.
- 3) You will be prompted to auto-detect your system's settings. The default selection is "Yes", and you should accept this selection in most cases. After the auto-detect utility, you will be presented with the game's Launcher Main Menu.
- 4) When you have reached the Launcher Main Menu, among the list of options you will see "Make Boot Disk". Choose this option and follow the on-screen instructions for making a boot disk.
- 5) Once the boot disk has been created, restart your computer with the boot disk in your system's A: drive. When your system has finished rebooting, change to the CD-ROM drive's prompt (D: on most systems), type **REBEL2**, and press the Enter key to start the game.

### **WINDOWS 95 USERS**

- 1) Make sure your Rebel Assault II CD is in your system's CD-ROM drive.
- 2) Close all open windows on your screen. You can close a window by clicking on the close button ("X") located in the top right-hand corner of the window.
- 3) Double-click on the "My Computer" icon. (The name of this icon may have been changed by you or the person who installed Windows 95 on your system.) In the window that opens, double-click on the icon for your CD-ROM drive. Look for the **REBEL2** icon. Double-click on this icon.
- 4) You will be prompted to auto-detect your system's settings. The default selection is "Yes", and you should accept this selection in most cases. After the auto-detect utility, you will be presented with the game's Launcher Main Menu.

**5)** When you have reached the Launcher Main Menu, among the list of options you will see "Make Boot Disk". Choose this option and follow the on-line instructions.

**6)** Once the boot disk has been created, restart your computer with the boot disk in your system's A: drive. When your system has finished rebooting, change to the prompt designated to your CD-ROM drive (D: on most systems), and type **REBEL2** and press the Enter key. This will return you to the Launcher Main Menu where you can choose "Play Rebel Assault II" to start the game.

If for some reason you are unable to access the game's Launcher Main Menu, do the following to run the **Boot Disk Maker Utility**:

- 1)** Make sure your Rebel Assault II CD is in your system's CD-ROM drive.
- 2)** Close all open windows on your screen. You can close a window by clicking on the close button ("X") located in the top right-hand corner of the window.

**3)** Double-click on the "My Computer" icon. (The name of this icon may have been changed by you or the person who installed Windows 95 on your system.) In the window that opens, double-click on the icon for your CD-ROM drive. Look for the Launch folder icon. Here you will find the BOOTDISK icon. Double-click on it to start the **Boot Disk Maker Utility**.

**4)** Follow the Boot Disk Maker Utility's on-line instructions. Once the boot disk has been created, restart your computer with the boot disk in your system's A: drive. When your system has finished rebooting, change to the prompt designated to your CD-ROM drive (D: on most systems), and type **REBEL2** and press the Enter key. This will return you to the Launcher Main Menu where you can choose "Play Rebel Assault II" to start the game.

## **CRASHES AND LOCKUPS**

### **CLEANING YOUR CD**

If you are experiencing crashes running Rebel Assault II, first try cleaning your CD, wiping it gently with a soft cloth. (Move in smooth strokes from the center hub to the outer edge of the CD.) If this does not help, you most likely have a DMA and/or IRQ conflict involving your printer, sound card, modem, or another device in your computer.

### **MAKE A BOOT DISK**

If you have not done so already, make a boot disk using the "Make Boot Disk" option under the game's Launcher Main Menu. Reboot using the boot disk and see if the problem remains. If it disappears, you most likely have a memory manager or utility whose operation conflicts with Rebel Assault II. From this point on, boot from the boot disk before playing the game to ensure that the conflict is avoided.

### **SOUND CARD/CONTROLLER CONFLICTS**

If the problem remains, try running the game with "None" as the selected sound card and "Keyboard" selected as the controller. If symptoms disappear, your mouse and/or sound card most likely conflict with another device in your computer or with each other. Consult the documentation that came with your mouse or sound card for specific instructions on how to reconfigure these devices in order to avoid a conflict. You also may want to obtain updated mouse drivers if you suspect a conflict with your mouse exists.

### **DOS EXTENDER CONFLICTS**

Crashes while running Rebel Assault II may occur due to conflicts between certain machine configurations and the DOS extender (DOS4GW) that the game uses. You can often resolve such conflicts by using a different version of DOS4GW.

A few recent versions of DOS4GW are found on the Rebel Assault II CD. You can install a different version of DOS4GW by accessing the on-line Troubleshooting Guide (see the "Crashes" section) accessed from the game's Launcher Main Menu, or from a DOS prompt by running one of the following files from the CD's SUPPORT directory:

To install version 1.97, type INST197 and press the Enter key.

To install version 1.95, type INST195 and press the Enter key.

To install version 1.92, type INST192 and press the Enter key.

To install version 1.80, type INST108 and press the Enter key.

**NOTE:** Remember that the above installations must be done from the CD's support directory (for example, D:SUPPORT).

When you exit Rebel Assault II and re-enter the game, the version of DOS4GW that you installed will be used instead of the default version on the CD.

### **SMARTDRIVE / CD-CACHING SOFTWARE**

CD-caching and/or disk-caching software can cause problems with Rebel Assault II if the CD drive encounters a read error. If you're experiencing game crashes or lockups, disable caching software and caching options for your CD driver.

### **INTERRUPT CONFLICTS**

You may be able to resolve some problems by switching the animation system from pre-emptive (interrupt-driven) mode to cooperative (sequential) multitasking. Do this by turning on the "sequential" switch under the "Multitasking" menu item. This switch is found under the "Advanced Settings" item found in the game's Setup Menu. The Setup Menu is accessed from the Launcher Main Menu.

## **JOYSTICK PROBLEMS AND CONCERNS**

### **JOYSTICK TYPE**

Rebel Assault II supports analog joysticks only. Digital joysticks or digital game controllers will not work properly with the game. Rebel Assault II does not support the extra buttons on the Flightstick Pro or Thrustmaster joysticks throughout the entire game. It does, however, support the number 2 button (used to duck) during stormtrooper fighting levels.

### **JOYSTICK CONTROL**

If you are having problems with joystick control, check to see if there is more than one joystick port enabled on your system. If there is, you should disable one of the ports so they do not conflict. Many I/O cards have game ports; however, in general, the joystick port on your sound card is more dependable. If you have a sound card, activate and use your sound card's joystick port. Before doing this, if your system has an I/O card, make sure its game port is disabled.

If the joystick seems too sensitive, make sure any trim controls on the joystick are adjusted to give you a full range of motion. Also, after plugging in or unplugging a joystick, you should recalibrate using the "j" key. Note, however, that you should not change or unplug a joystick during game play—do this before starting the game. If control still seems too sensitive, try lowering the Joystick Speed Setting found in the game's Option Menu. If this doesn't help, try slowing down the game by adjusting the Frame Rate option found in the game's Advanced Setup Menu.

### **MOUSE DRIVER CONFLICTS**

Rebel Assault II may exhibit odd behavior due to a conflict with some mouse drivers. To determine if this is the case, do not load your mouse driver and try running the game from the keyboard or a joystick. If the conflict still exists, try running with a recent version of Microsoft's mouse driver. Refer to your mouse documentation for further instruction.

## **MEMORY PROBLEMS AND CONCERNS**

### **MEMORY REQUIREMENTS**

Your machine requires 8 megabytes of RAM or more to run Rebel Assault II properly. The amount of low memory (below 640k) is not important because the game runs almost entirely in "protected-mode" high memory.

### **MEMORY MANAGER CONFLICTS**

You should not run a memory manager while playing Rebel Assault II, since some memory managers allocate too much high memory for themselves. Furthermore, running a memory manager will almost always slow down Rebel Assault II and, in some cases, will cause the game to crash. The best way to make sure you are not running a memory manager is to create and use a boot disk using the game's **Boot Disk Maker Utility**.

## **AUDIO PROBLEMS AND CONCERNS**

### **NO SOUND**

If you are not getting any sound, make sure you have a sound card supported by the game and that the sound card chosen under the "Sound Card" menu is correct for your hardware. If you are unsure of your sound card's settings, choose the "Auto-Detect" option,

which automatically determines the correct sound card and settings for most systems.

### **POOR SOUND QUALITY**

If you hear echoing or crackling, you most likely have an IRQ or DMA conflict between your sound card and another device in your computer. Try reconfiguring your sound card to another IRQ number or DMA channel, following your sound card's instruction manual.

### **SLURRED SOUND**

Slurred sound is usually a result of a system slow down, often from a problem with a CD-ROM drive or the presence of a memory manager. See the "Speed Problems and Concerns" section of this manual for ways to improve performance.

### **SOUND CARD VOLUME**

A volume control exists in the game's Options Menu. The Options Menu can be accessed either at the beginning of the game (from the Game Main Menu) or at any time during game play (by pressing the "o" key). To change volume, select the volume item and move your controller left or right while holding down the fire button. Note that some sound cards, such as an original Sound Blaster, do not have hardware volume controls; therefore, this menu will not be available. Also note that with the Pro AudioSpectrum, you should use the hot-key activated TSR after pausing the game to change volume instead of the game's volume control.

## **VIDEO PROBLEMS AND CONCERNs**

### **HIGH RESOLUTION SUPPORT**

Playing Rebel Assault II in interlaced or high-resolution mode is very demanding and may result in a poor frame rate or graphic slow downs during the game. If you are experiencing this problem, try switching to a lower resolution.

In order to run the game in interlaced or high-resolution mode, you need a video card that supports the VESA video standard, either directly or through a compatible VESA video driver. This driver must be installed and running for high-resolution mode to work. If you do not know if your system is setup to support VESA, run the Show System Info utility from the game's Launcher Main Menu. If your system is not set up to support VESA video modes, your video card type will be displayed simply as "VGA". If this is the case, you still may be able to run VESA modes on your video card using the universal VESA driver UniVBE. If you try to start the game in high-resolution mode but have not loaded a VESA driver, the launcher will automatically try to run UniVBE first.

## **SPEED PROBLEMS AND CONCERNs**

### **CLEANING YOUR CD**

If you are experiencing slow or jerky video during game play or the game's video sequences, first try cleaning your CD, wiping it gently with a soft cloth. (Move in smooth strokes from the center hub to the outer edge of the CD.)

### **LOWER VIDEO RESOLUTION**

High-resolution graphics are very demanding on your system. If you are experiencing poor frame rate or graphic slow downs, try switching to a lower resolution if possible. To do this, first access the Setup utility from the Launcher Main Menu. From the Setup Menu, choose "Resolution". From here, lower the resolution setting.

### **ENABLE PROCESSOR CACHING**

If you are using a processor upgrade chip, refer to the upgrade documentation to see if it utilizes CPU cache-enabling software. If it does, make sure this software is loaded properly. This may require manually copying drivers to your boot disk's system files.

### **DISABLE CD-ROM DRIVE CACHING**

Turn off CD-ROM drive caching software. It can use memory that the game needs or cause lockups.

### **CHECK SYSTEM SPECIFICATIONS**

Make sure your machine meets these minimum specifications:

- ✓ 50 MHz 486 or better CPU
- ✓ double-speed, MPC Level 2 CD-ROM drive
- ✓ 8 megabytes of RAM.

Use the Show System Info utility under the Launcher Main Menu to test the various components of your machine and ensure they meet specifications and are working properly. Beware that certain CD drives may not meet MPC Level 2 requirements or may need a new CD driver from your CD-ROM drive manufacturer to do so.

### **REDUCE MSCDEX BUFFER SIZE**

In many cases, you can increase Rebel Assault II's speed by minimizing the MSCDEX's buffer size. Find the MSCDEX line in your AUTOEXEC.BAT and change the number following the "m:" to 4. Make sure to reboot your system for the change to take effect.

### **SWITCHING MULTITASKING SYSTEM**

You may also be able to improve CD-ROM drive performance on some drives by switching Rebel Assault II's animation system from preemptive to cooperative multitasking. To do this, first access the game's Setup utility from the Launcher Main Menu. Here, select "Advanced Settings" and choose the "Task Switcher" item. Select "Cooperative" and click "OK".

### **ADJUSTING FRAME RATE**

You can make the game run more smoothly by lowering the frame rate from its default of 15 frames per second. This option appears under the "Advanced Settings" selection of the Setup Menu. You may also want to slow down the frame rate to make the game easier to play.

### **SPEED-ADJUSTABLE GAME CARDS**

If you have a speed-adjustable game card installed on your system, lower the card's speed setting. Even if you are not using a joystick with the game, this may increase the performance of your system's other peripherals, such as CD-ROM drives. Most game cards include a utility to do this. For further instructions, consult your game card documentation or manufacturer directly.

## **ERROR MESSAGES**

### **CHECKSUM ERROR**

This indicates that after re-reading the CD several times, the game was unable to find correct information. This is often due to a dirty or scratched CD. We suggest cleaning the CD, wiping it gently with a soft cloth. (Move in smooth strokes from the center hub to the outer edge of the CD.) Also be sure that you do not have any disk-caching software (such as SMARTDrive) enabled. Running from a boot disk will ensure this. Check to make sure you have the most recent version of your CD-ROM driver software from your CD-ROM drive manufacturer. Finally, you can try adjusting the game's multitasking timer rate or switching the multitasker to "Cooperative" mode. See the instructions under SWITCHING MULTITASKING SYSTEM in the previous section of this manual for instructions.

### **CANNOT ALLOCATE BUFFER SIZE**

This error is often due to insufficient memory, possibly due to the presence of a memory manager. Please review the MEMORY section of this manual.

### **GRANULAR ERROR**

This occurs when the game is unable to retrieve data from the CD because either **1**) the CD has been removed from the CD drive, **2**) there is an extended pause and the drive has spun down, or **3**) the CD is dirty or damaged.

### **PROTECTED MODE CONFLICT**

This usually occurs when you try to launch the game while running Windows 3.1 or earlier. Try exiting Windows completely and running the game from DOS or making a boot disk.

### **DOS4GW FATAL ERROR**

Some computers have difficulties with certain versions of the DOS extender shipped with Rebel Assault II. If you find this to be the case, install a different version following the instructions in the CRASHES AND LOCKUPS section of this manual.

## **TECHNICAL SUPPORT**

If you are having any technical difficulties with this product, please contact the LucasArts technical support department. If you have a technical problem, we recommend that you are at your computer when you call so that we will be able to assist you more quickly. It is also helpful to have a list of your machine's current hardware and software configurations. Please DO NOT call technical support if you have not first tried to resolve your problem by making a boot disk.

**PHONE** (415) 507-4545. M-Th: 8:30am - 6:00pm, F: 8:30am - 5:00pm, Pacific Standard Time

**FAX** (415) 507-0300. 24 hours

**BBS** (415) 507-0400. 24 hours - NOT a message base, for file download ONLY.

**MAIL** LucasArts Entertainment Company  
P.O. Box 10307  
San Rafael, CA 94912

### **ON-LINE**

**LucasArts World Wide Web Site**

<http://www.lucasarts.com>

**CompuServe**

Send mail to 75300, 454 Game Publisher's Forum A (Go GAMAPUB)

### **America On-line**

Keyword "Lucas"

### **Internet E-Mail**

Send mail to

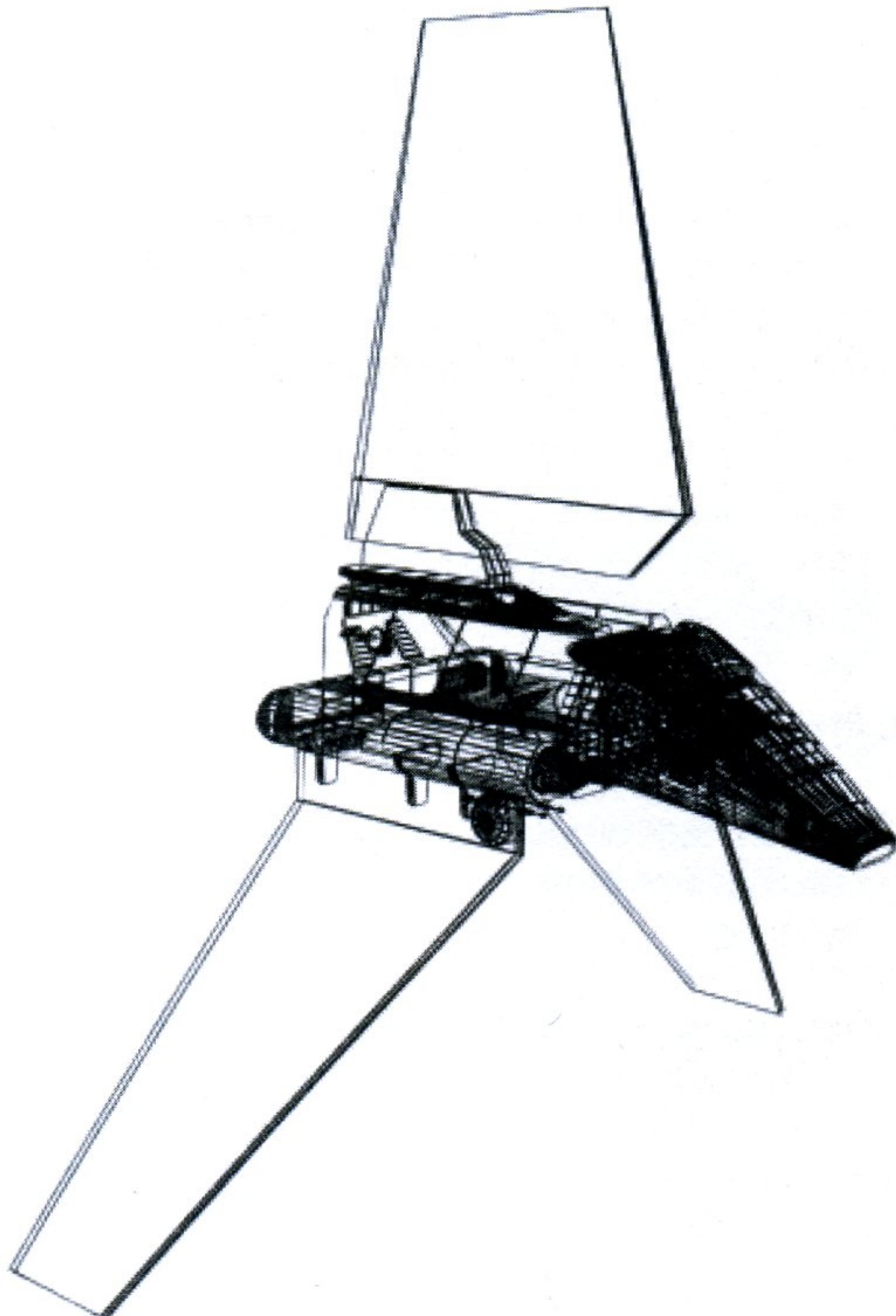
"75300.454@COMPUERVE.COM"

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